

**Learner Appeals Procedure**

This document outlines the procedure in place should any learners feel unhappy about an assessment or award and wish to escalate the matter.

# For all Assessments:

* Learners who are unhappy with any aspect of the assessment and award process should first discuss their problem with their tutor or a member of the Administration Team. The reasons for dissatisfaction must be made clear by the Learner at this time, so that they can be resolved or escalated accordingly.
* Involve Selection Ltd will keep a record of this discussion together with any important information, key dates and outcomes.
* If a learner is not able to resolve the appeal with Involve Selection Ltd, then they have the right to appeal to the Awarding Organisation. This maybe done via Involve Selection ltd or direct to the Awarding Organisation in writing. To find out the relevant awarding body to contact, please check with a member of staff or your registration documentation.
* During any stage of the Appeals Procedure, the learner is entitled to be represented or accompanied, should they wish.

# For Manual Marking:

* Where necessary the assessment will be re-marked.
* If this does not provide satisfaction the Learner may raise a formal appeal in writing to the Administration Team, outlining clearly the circumstance of the appeal.
* In some circumstances the Learner may be offered a free re-test or other solution, depending on the programme, qualification and tools required.

# For Automated Assessment:

* Some assessments use automated testing software from the awarding body or approved providers. In the event of a Learner raising a complaint, the results produced by the system will by fully discussed with the Learner.
* An action plan will be agreed, and a further assessment date scheduled if suitable. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems).

# For Evidence Based Assessment:

If a learner is unhappy with an assessment decision, they should use the following procedure: Stage 1

The learner appeals directly to their tutor within 5 working days. The appeal must be made in writing and clearly indicate the points of disagreement, reasons and refer to the evidence in the portfolio, which the learner believes meets the requirements. The tutor will make a decision within 7 working days.

Stage 2

If the learner is not satisfied with the assessor’s decision, they can then appeal to the Internal Quality Assurer (IQA) within 5 working days. This appeal must be in writing but does not have to repeat the detail provided at Stage 1 as all documentation will be passed to the IQA. The IQA will make a decision within 5 working days.

Stage 3

If the learner is not satisfied with the IQA’s decision, they can appeal to the Awarding Organisation. This appeal must be accompanied by copies of all documentation used in Stages 1 and 2. The Awarding Organisation will acknowledge receipt of the appeal once the appeal fee and Learner Appeals form has been received. The appeal will be directed to the relevant team for the investigation to take place. Please note that results can go down as well as up following the investigation or re-mark. The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If the awarding organisation does not believe there is a valid case for the appeal the learner will be given the reason for the decision. The awarding organisation will inform the learner of the decision in writing.